

To request attendance at a Department of Revenue training,
please contact Kay Stuecken at 751-0225.

Other agencies will be accommodated when class vacancies exist.
Dates of training are subject to change.

Please register at least two weeks in advance.

For a description of employee classes, see the attached Course Catalog.

Training Course Calendar 2006				
Select a month...				
Course Catalog		July 2006		Homepage
Monday	Tuesday	Wednesday	Thursday	Friday
3	4 <i>HOLIDAY</i>	5	6 Hiring/Interviewing 8:30 - 11:30 Room 478	7
10	11	12	13	14
17	18 Quality Service For Difficult Customers 8:30 - 11:30 Room 478	19	20 Customer Service Essentials 8:30 - 11:30 Room 478	21
24	25 Quality Service - What Supervisors Need to Know 1:15 - 4:15 Room 478	26	27 Welcome to Revenue 8:30 - 2:30 Room 478	28 Customer Service Essentials 8:30 - 11:30 Room 478
31				

Training Course Calendar 2006

August



[Course Catalog](#)

August 2006

[Homepage](#)

Monday	Tuesday	Wednesday	Thursday	Friday
	1	2 Effective Meetings Parts 1 & 2 9:00 - 4:30 Room 478	3	4 Customer Service Essentials 8:30 - 11:30 Room 478
7	8 Customer Service Essentials 8:30 - 11:30 Room 478 Terrific Telephone Skills 1:15 - 3:15 Room 478	9 Quality Service - Supervisors Follow-up Follow-up from 7/25 8:30 - 10:30 Room 478	10 Terrific Telephone Skills 8:30 - 11:30 Room 478 Customer Service Essentials 1:15 - 3:15 Room 478	11
14	15	16	17	18
21	22	23	24	25 Customer Service Essentials for Supervisors 8:30 - 11:30 Room 478
28 Terrific Telephone Skills 8:30 - 11:30 Room 478	29 Attendance Management 1:15 - 4:15 Room 478	30 Customer Service Essentials for Supervisors 8:30 - 11:30 Room 478	31 Effective Meetings 1-2 Follow-up from 8/2 8:30 - 10:30 Room 478	

Training Course Calendar 2006

Select a month...



September 2006

[Course Catalog](#)

[Homepage](#)

Monday	Tuesday	Wednesday	Thursday	Friday
				1 Welcome to Revenue 8:30 - 2:30 Room 478
4 HOLIDAY	5	6 Terrific Telephone Skills 8:30 - 11:30 Room 478	7 Customer Service Essentials 8:30 - 11:30 Room 478	8 Quality Service for Difficult Customers 8:30 - 11:30 Room 478
11	12	13	14 FMLA 9:00 - 11:00 Room 478 Quality Service for Difficult Customers Kansas City Closed Enrollment	15 Quality Service for Difficult Customers Kansas City Closed Enrollment
18	19 Hiring/Interviewing 1:15 - 4:15 Room 478	20 Through the Customer's Eyes: 1 - 2 8:30 - 11:30 Room 478	21 Customer Service Essentials for Supervisors Follow-up(s) 8:30 - 10:30 & 1:15 - 3:15 Room 478	22 Terrific Telephone Skills 8:30 - 11:30 Room 478
25 Quality Service for Difficult Customers 8:30 - 11:30 Room 478	26	27	28	29

Training Course Calendar 2006

Select a month...



October 2006

[Course Catalog](#)

[Homepage](#)

Monday	Tuesday	Wednesday	Thursday	Friday
2	Coaching Terrific Telephone 8:30 - 11:30 Room 478 Diversity Dimensions 1:15 - 4:15 Room 478	Effective Meetings Parts 1-2 9:00-4:30 Room 478	Quality Service for Difficult Customers 8:30 - 11:30 Room 478	Quality Service for Difficult Customers 8:30 - 11:30 Room 478
9 <i>HOLIDAY</i>	10	11	12	13
16	Through the Customer's Eyes: 3-4 8:30 - 11:30 Room 478	Terrific Telephone Skills 8:30 - 11:30 Room 478	Terrific Telephone Skills 8:30 - 11:30 Room 478	Customer Service Essentials 8:30 - 11:30 Room 478
23	Welcome to Revenue 8:30 - 2:30 Room 478	25	26	27
30	Effective Meetings Parts 1-2 Follow-up from 10/4 8:30 - 10:30 Room 478 Coaching Terrific Telephone Follow-up from 10/3 1:15 - 3:15 Room 478			

Training Course Calendar 2006

Select a month...



November 2006

[Course Catalog](#)

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Monday	Tuesday	Wednesday	Thursday	Friday
		1 Terrific Telephone Skills 8:30 - 11:30 Room 478	2 Staying Legal 8:30 - 11:30 Room 478	3 Quality Service - What Supervisors Need to Know 8:30 - 11:30 Room 478
6	7	8	9	10 HOLIDAY
13	14 Through the Customer's Eyes: 5 8:30 - 11:30 Room 478	15 Quality Service for Difficult Customers 8:30 - 11:30 Room 478	16 Customer Service Essentials 8:30 - 11:30 Room 478	17 Quality Service for Difficult Customers 8:30 - 11:30 Room 478
20	21	22	23 HOLIDAY	24
27	28 Attendance Management 1:15 - 4:15 Room 478	29 Quality Service - Supervisors Follow-up from 11/3 8:30 - 11:30 Room 478 Customer Service Essentials 1:15 - 4:15 Room 478	30 Terrific Telephone Skills 8:30 - 11:30 Room 478	

Training Course Calendar 2006

Select a month...



December 2006

[Course Catalog](#)

[Homepage](#)

Monday	Tuesday	Wednesday	Thursday	Friday
				1 Welcome to Revenue 8:30 - 2:30 Room 478
4	5 Customer Service Essentials 8:30 - 11:30 Room 478	6 Quality Service for Difficult Customers 8:30 - 11:30 Room 478	7 Customer Service Essentials 8:30 - 11:30 Room 478	8 Quality Service for Difficult Customers 8:30 - 11:30 Room 478
11	12 Terrific Telephone Skills 8:30 - 11:30 Room 478	13 Terrific Telephone Skills 8:30 - 11:30 Room 478	14 FMLA 9:00 - 11:00 Room 478	15
18	19	20	21	22
25 HOLIDAY	26	27	28 Welcome to Revenue 8:30 - 2:30 Room 478	29

CUSTOMER SERVICE ESSENTIALS



In this class, employees identify internal and external customers and how their interaction with both affects the quality and quantity of work produced. Employees learn to be customer friendly verbal and non-verbal communication and become aware of the impact it has on customer service.

Course Outline:

- The importance of our role in the mission of customer service
 - The value and costs of customer service
 - Working with internal and external customers
 - Basics of communication with customers
-

Course Level: Level 1

Course Status: Developed March 2004

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EFFECTIVE MEETINGS I

Provides training and tools for supervisors to conduct an effective meeting including planning steps, setting agenda and ground rules and facilitating brainstorming.

Course Outline:

- Plan for an effective meeting
 - Set ground rules
 - Develop an agenda
 - Describe the role of a facilitator
 - Effectively use flip charts and facilitator questions
 - Facilitate a brainstorming session; narrow and organize ideas from the brainstorm
-

Target Audience: Level 1 Supervisors

Course Status: January 2006

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EFFECTIVE MEETINGS II

Provides an overview and tools for supervisors to conduct an effective meeting using decision making strategies, reaching consensus, and how to manage difficult meeting participants.

Course Outline:

- Set group goals for the meeting
 - Facilitate decision making strategies
 - Make the final decision
 - Use intervention strategies
 - Develop an action plan
 - Close the meeting
-

Target Audience: Level 1 Supervisors

Course Status: January 2006

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INTERVIEWING AND HIRING

Educates supervisors regarding the importance of the selection process, the how to's of screening the applicants, preparing for the interview, preparing interview questions, the interview closing and documenting the interview.

Course Outline:

- Screen the applicants for consideration
 - Prepare for the interview
 - Conduct the interview
 - Close the interview
 - Evaluate and document the interview
 - Finalize the interview process
-

Target Audience: Level 1 Supervisors

Course Status: April 2006

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PERFORMANCE MANAGEMENT

This class offers training to supervisors to offer training and tools about the Performance Management System; how to manage and clearly communicate expectation and performance progress so that employees can perform their jobs successfully.

Course Outline:

- Explain the function of the Planning Meeting
 - Prepare for a Planning Meeting
 - Using the Three T's Conversation (Tasking, Tending and Taking Action)
 - Describe and demonstrate the use of 1:1 tools
 - Prepare for the Annual Summary
 - When and how to use a Performance Improvement Plan
-

Target Audience: Level 1 Supervisors

Course Status: January 2006

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QUALITY SERVICE FOR DIFFICULT CUSTOMERS



Employees must provide quality service to all customers--even the difficult ones. Employees will learn techniques to diffuse customer anger, methods for assisting non-English speaking customers, and tips for handling the know-it-alls, chit-chatters, and complainers.

Course Outline:

- Basic customer service tips
 - The importance of tone of voice and body language
 - Cooperative language
 - The history of hostile behavior
 - Avoiding the abuse game
 - The CARP system
 - Verbal Self Defense tactics
 - Customer aggression
 - Other types of challenging customers
-

Target Audience: Level 1

Course Status: Revised February 2004

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TERRIFIC TELEPHONE SKILLS



It's not just for TIO's! Answering the phone and making telephone call are skills used daily by department staff-supervisors, managers, and administrative assistants. Our personal calls are quite different from those used in the business environment and must be handled in a professional manner. This class teaches fundamental telephone skills for business professionals through lecture and interactive activities including role-play and live dialing. If you want to turn your terrible telephone experiences into terrific ones or just want to brush up on your skills, this is the class for you.

Course Outline:

- Discerning customer needs
 - Listening skills
 - Engaging in professional telephone dialogue
 - Using courteous telephone behaviors
 - Responding to customers
 - Taking messages
 - Transferring calls
 - Making calls
 - Leaving message
-

Target Audience: Level 1

Course Status: Revised May 2004

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THROUGH THE CUSTOMER'S EYES



Through the Customer's Eyes is an adapted version of the nationally recognized customer service program offered by the International Customer Service Association. Video-guided course builds upon the foundation skills taught in our Level 1 customer service classes. Go the next step to gain a deeper understanding of your work from the customer's perspective.

Join in activities and discussion that help you explore the lifetime value of your customers, encourage you to think of customers as opportunities, challenge you to use empowerment, persistence, and customer rapport in your work, and much, much, more.

After taking these classes, you may elect to complete the full program in order to attain your Customer Service Certification.

Module 1: Why Customer Service Matters

How to establish superior value and profitability

- Lifetime value
- Benefits and costs

Module 2: What Customers Want

Deliver good service, personal attention, and promptness

- Say "No" by saying "Yes" first
- Know your product
- Value customer's time

Module 3: Essential Customer Service Skills, Part I

Learn core skills to enhance customer relationships

- Empowerment
- Service attitude
- Active listening
- Patience-persistence

Module 4: Essential Customer Service Skills, Part II

Learn core skills that will enhance customer satisfaction

- Questioning techniques

Module 5: Handling Complaints and Dealing with Angry People

Learn to deal with difficult situations and create loyal, lifetime customers

- Why it's important to bother with difficult customers
 - Save the customer, not the sale
 - Use tools to defuse anger and aggression
 - Stay calm in stressful situations
-

Target Audience: Level 2

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